



County of Los Angeles
CHIEF ADMINISTRATIVE OFFICE

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DAVID E. JANSSEN
Chief Administrative Officer

Board of Supervisors

GLORIA MOLINA
First District

YVONNE BRATHWAITE BURKE
Second District

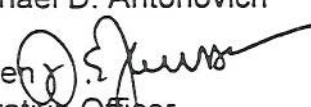
ZEV YAROSLAVSKY
Third District


DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

April 15, 1998

To: Supervisor Yvonne Brathwaite Burke, Chair
Supervisor Don Knabe, Chair Pro Tem
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: David E. Janssen 
Chief Administrative Officer

Jon W. Fullinwider 
Chief Information Officer

DEPARTMENTAL E-MAIL "CONSTITUENT ASSISTANCE FORM" AND "SUGGESTION BOX"

On March 10, 1998, on motion of Supervisor Yaroslavsky, the Board directed the Chief Information Officer (CIO) and Internal Services Department (ISD) to include an e-mail constituent assistance form and suggestion box on all County department web pages and to develop a protocol and tracking system to monitor and respond in a timely manner to such e-mail correspondence. In addition, the Board directed this office to coordinate and oversee the development of this program and report back in 30 days with a plan and implementation schedule with a goal of completing implementation within 60 days.

The attached memorandum from the CIO to all department heads provides the requested plan/departmental instructions for establishing the required interactive e-mail capability. It additionally includes a form for departments to return to the CIO to certify that the interactive e-mail requirements have been implemented as directed by the Board. The instructions place responsibility with department heads to establish departmental procedures to monitor and track timely response.

Departments must develop some actual experience with interactive e-mail in order to effectively plan for the volume and nature of the correspondence they may receive. We believe the accepted practice in the Internet community is to acknowledge receipt of e-mail correspondence within one business day and, pending development of actual workload data, this appears to be an appropriate guide for timely acknowledgment by a department.

Each Supervisor
April 15, 1998
Page 2

In those instances when the requested information is readily available and a full response can be provided without additional research or approval, the e-mail acknowledgment should provide a complete response. Otherwise, the acknowledgment should indicate that an answer will be provided as soon as practicable. Understandably, the time required to fully respond to complex inquiries will vary and will depend on the available departmental resources; as noted, departments will require experience to accurately determine what resources will be necessary to handle this new workload. The departmental certification form includes the department's policy for timely e-mail acknowledgment. CIO and ISD staff will continue to work with departments as they gain experience with their e-mail sites, particularly if automated monitoring and tracking systems appear necessary based on the volume of correspondence.

We will provide the Board with status reports on departmental implementation. If you have any questions, please let us know, or your staff may contact Nan Flette of the CAO at (213) 974-1168, or Tracy Lewis of the CIO at (213) 974-4285.

DEJ:JWF
bjs

Attachment

c: All Department Heads